


Accessing Your Voicemail Mailbox

- Press the voicemail button:  or; dial *99
- Enter your PIN followed by #

MAIN MENU OPTIONS

KEY	ACTION
1	Get your Messages
2	Send a Message
3	Work with Greetings
4	Change Voicemail Mailbox Settings
6	Retrieve Deleted Messages <i>Deleted messages are stored for 3 days</i>
7	Leave and log in as another user
0	Help
*	Exit system

MESSAGE OPTIONS

After listening to a message you have the following options:


KEY	ACTION
1	To Play the Message again from the beginning
2	To save the message and go to next message <i>Saved messages are stored for 30 days</i>
3	Erase Message <i>Deleted messages are stored for 3 days</i>
4	Reply to Message <i>You cannot reply to callers outside of your Business Group.</i>
5	Send copy of Message to another user <i>You cannot send copies to callers outside of your Business Group or send copies marked as Private.</i> <ul style="list-style-type: none"> • Enter the 10-digit phone number (not the extension) of user you wish to send a copy to followed by # • Continue to enter as many users as you want, or press # to proceed • Record an introduction after the beep, or press 1 to send as is • Configured Delivery Options or # to send as is
**	End Message any time

Please Note:

- **PIN will lock** after three (3) incorrect tries. If after two incorrect attempts contact your Business Group Administrator to have the PIN reset before voicemail is locked.
- **Zero Out Option** is available. This allows callers to be re-directed while in voicemail to another user by pressing zero. Please see your Business Group Administrator to have this created if not already configured.
- **Calling Feature Guide** Please see this guide for more detailed information for voicemail features as well as all Calling feature options.

Initial Voicemail Setup:

The voicemail box must be initialized from your phone. If that is not possible, please contact your Business Group Administrator to have FirstLight do a remote initialization:

- Press the voicemail button: 
- Enter Your Temporary PIN

The Tutorial (about 2 minutes long) will then provide prompts which will have you:

1. Change the PIN
 - Choose a PIN of at least 6-digits in length (PINs can be 6-20 characters)
 - PINs cannot have more than 3 repeating numbers.
 - PINs cannot have a sequential number sequence (ex. 1234 or 9876)
2. Record a Name
3. Setup a Greeting

GREETING OPTIONS

From the Main Menu, press 3 for **Work with Greetings**

KEY

- 1 Personal Greeting**
This is the greeting your callers will hear each time your line is unanswered unless you have other greetings configured.
- 2 Extended Absence Greeting**
The extended absence greeting will override your scheduled greeting if recorded.
- 3 Recorded Name**
Your callers hear this recorded name before your greeting. This name will also be heard by others in your business group if you leave a voicemail for them.
- 5 Busy Greeting**
This greeting is played when you are currently on the line and do not have Call Waiting or if you have set your phone to Do Not Disturb. (With Call Waiting, you must press IGNORE on your phone for callers to hear this greeting. Otherwise they will hear your Personal Greeting)
- 6 Out of Hours Greeting**
Set your work schedule by day & hours to have a personal Out of Hours Greeting played.

Remote Access to Voicemail

Dial your own 10-digit phone number. At the start of your Greeting, press * then enter your PIN as if you had dialed from your phone.